



Rise Calgary Position Posting

Title: Administrative Assistant

Agency: Rise Calgary

Location: Calgary: Forest Lawn, Ranchlands, & Bowness. Must be able to work from all Locations

Status: .5 FTE

Salary: \$23.00 per hour

Start Date: As soon as possible

All applicants will be required to complete a skill testing task.

Administrative Assistant — (.5 FTE) – Schedule A

Rise Calgary works to ensure everyone moves forward and that no one feels alone during their fight for a better quality of life. We believe in our community and want all Calgarians and Siksika Nation Members to have tangible supports that move them from scarcity to strength. Everyone who comes to us for help will receive compassionate and non-judgmental support from our small but mighty team. We value growth, innovation, and testing new ideas to shift perspectives, drive systemic change, and help end poverty once and for all.

Core Values:

Empowerment	Empowerment is circular process of social change. It is an activation of abilities and resources in which people in need of empowerment work with an empowering person. This approach, over time, builds one's power and ability to make choices and gain control of their trajectory. We do our work without creating dependency by implementing healthy boundaries.
Social Justice	We focus on equity seeking populations. We believe everyone is deserving and capable of achieving a better future. Everyone is entitled to respect. We foster physical, emotional, psychological, and cultural safety. We advocate for those who have fallen through the cracks.
Community	Community creates abundance. It builds connection and decreases social isolation. It creates a sense of belonging. Supportive networks are found in community. We leverage community to provide warm hand offs and qualified referrals and to provide wrap around supports.
Compassion	We show up for our customers and make access to our services simple and barrier free. We focus on growing hope. We have deep belief in our customers.

Core Competencies:

- Knowledge of scarcity and systems of poverty
- Transformational coaching skills
- Be a compassionate advocate and ally for equity-seeking community members.
- Social innovation mindset
- Ability to collect, analyze and evaluate program data.
- Ability to evolve programmatic responses based on evidence and results.

Culture and Values in action:

We aspire to help everyone rise up and move forward, including our own team. This is how we get there...

- We've got each other's backs.
- We create brave and safe spaces.
- We invest in our growth and development.
- We are data informed and results driven.
- We are innovative.
- We know our role in the ecosystem.

Reports to the Manager

Position Summary:

The Administrative Assistant is responsible for providing the Manager with administrative assistance. The Administrative Assistant maintains strict client confidentiality in accordance with FOIP, exhibits strong organizational and interpersonal skills, encompasses empathy and compassion when working with clients, creates accurate records of client interactions and can prioritize tasks and duties. The Administrative Assistant is encouraged to make positive contributions and suggestions to improve workflow, routine organization, and project completion and to plan for effective and efficient use of time while displaying exemplary client relationship management skills.

The Administrative Assistant – supports the Vision, Mission and Values of Rise Calgary in all work activities.

Administrative Assistant Specific Duties:

Administration:

- Answer incoming calls promptly, providing a professional and courteous demeanour.
- Forward calls to the appropriate team members based on the nature of the inquiry.
- Log callbacks efficiently, ensuring all communications are tracked and addressed promptly.
- Retrieve and log voice mails into the Data Management System.
- Prioritize and communicate urgent messages to the relevant recipients.

Referral Administration

- Assist the Manager in referral relationships and partnership

- Complete tasks associated with referral administration, including data management
- Utilize data systems and tools to organize, track, and report on referral activities.
- Identify opportunities for process improvement within referral administration, suggesting and implementing enhancements.

Facility Management:

- Assist the Manager in coordinating maintenance and repair activities for facilities, equipment, and systems.
- Maintain a schedule for inspections and work closely with relevant teams to address issues promptly.
- Aid in managing budgets related to facility maintenance and upgrades.
- Document and organize financial data to facilitate budget tracking and reporting.
- Take responsibility for ordering office supplies, ensuring adequate stock levels, and coordinating timely replenishment.

Meeting Coordination:

- Schedule and coordinate internal and external meetings for the leadership team.
- Arrange meeting logistics, including room setup, audio-visual equipment, and catering.

Qualifications:

Minimum qualifications:

- Minimum of high school completion.
- Ability to always provide unconditional positive regard to a diverse population.
- Attention to detail.
- Well-developed interpersonal skills.
- Proficiency in handling phone systems, email platforms, and data management systems.
- Ability to work independently and efficiently

Preferred qualifications:

- Post-secondary education
- 1-2 years experience in the social service sector
- Understanding of the effects of poverty and inequality within people's lives.
- Knowledge of community resources is an asset.

Work Hours:

- 20 Hours per week. Schedule can be negotiated. Monday to Friday
- Flexibility to work occasional evening and weekend hours required.

Thank you for your interest in this position. Because of time limitations, only candidates selected for an interview will be contacted.

Please submit a resume and a cover letter to melody.lemay@risecalgary.ca